

Vendor Service Profile 2007

Company Name: Office Depot, Inc.

Completed by: Tom Webb

	Legend	Respond in this column
REMC Customers Can Expect...		
Customer Communication		
REMC customers can expect to communicate with one contact person dedicated to the REMC contract throughout the contract year.	Yes or No	Yes
Customer service telephone number is toll-free	Yes or No	Yes
Customer service fax number is toll-free	Yes or No	Yes
Your web page includes REMC specific prices and specifications	Yes or No	Yes
Office hours (Eastern Time)	__AM to __ PM	7 AM to 8 PM
Demo/evaluation product available	Yes or No	Yes
Will provide demonstration session for:		
REMC advisory council	Yes or No	Yes
A school district	Yes or No	Yes
A school building	Yes or No	Yes
Response Time to voice mail or e-mail within 24 hours	Yes or No	Yes
Order Verification, Billing, and Customer Account information		
Order verifications will be sent within 24 hours of receipt of the order without customer having to request notification	Yes or No	Yes
If no, order verifications will be sent upon customer request	Yes or No	N/A
New customer forms are required	Yes or No	No
P.O. errors are corrected by phone, fax or e-mail vs. U.S. mail	Yes or No	Yes
Summer deliveries coordinated with customer	Yes or No	Yes
Will your company accept procurement/credit cards as payment for REMC orders?	Yes or No	Yes
If yes, what is the maximum amount that can be charged?	\$ or Unlimited	Unlimited
What additional fees, if any, are charged for credit card orders?	\$, % or N/A	N/A
Vendor Conditions		
Minimum order to avoid a shipping charge	Specify \$\$ amount	\$50.00
Is contract number required on orders?	Yes or No	No
Customers saw you exhibit at the following Michigan K-12 conferences in the 2005/06 school year:		
MAEDS, October 5-7, 2005	Yes or No	No
MAME, November 9-11, 2005	Yes or No	No
MIEM, November 30- December 2, 2005	Yes or No	Yes
MACUL, March 8-10, 2006	Yes or No	Yes
MSBO, April 26-28, 2006	Yes or No	Yes
Other Michigan statewide K-12 conferences	Name(s)	Michigan PTA Conference, Michigan Association of Secondary School Principals, MASA
Customers can expect to see you exhibit at the following Michigan K-12 conferences in the 2006/07 school year:		
MAEDS, October 18-20, 2006	Yes or No	No
MAME, October 25 - 27, 2006	Yes or No	No
MIEM, November 29-December 1, 2006	Yes or No	Yes
MACUL, March 14 - 16, 2007	Yes or No	Yes
MSBO, April, 2007	Yes or No	Yes
Other Michigan statewide K-12 conferences	Name(s)	Michigan PTA Conference, Michigan Association of Secondary School Principals, MASA

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Delivery		
Deliveries generally are drop-shipped by manufacturer	Yes or No	No
Only tailgate delivery for large items in excess of 70 pounds?	Yes or No	No
Our delivery timelines from receipt of orders are as follows. Please answer on the line appropriate to the bid to which you are responding.		
Equipment delivery typically in x days	days	1 business day
Supply/Paper delivery typically in x days	days	1 business day
Software delivery typically in x days	days	1 business day
Troubleshooting/Use/Set-Up Assistance		
Phone assistance available	Yes, No or N/A	Yes
Onsite after sales assistance available (no cost)	Yes, No or N/A	Yes
Onsite assistance available at extra cost	Yes, No or N/A	No
Warranty Policies		
Replaced with new if reported within x days	days or N/A	30
Replaced with used/reconditioned units even if the initial unit was new	Yes, No or N/A	N/A
Call tag issued for return of DOA items	Yes, No or N/A	Yes, all returns
Please provide a brief summary of warranty policies. Note: warranties are not to be limited. If a manufacturer provides different support during various time periods, that information MUST be identified in your bid for each item affected by such limitations.		
N/A		
Repair Policies		
On-site repair service is provided by company or subcontractor in:		
Upper Peninsula	Yes, No or N/A	N/A
Lower Peninsula (except Wayne, Oakland, Macomb Counties)	Yes, No or N/A	N/A
Metro Detroit (Wayne, Oakland, Macomb Counties)	Yes, No or N/A	N/A
Return Policies		
Call tag issued for company's incorrect shipment	Yes or No	Yes
Customer dissatisfaction with items can be returned within x days	days	30
Credit for return policy (i.e. full refund up to x days)	days	30
Returns refunded or issued as credit for future purchases	Refund/Credit	Either
Restocking fees (i.e. % charged after x days)	___% after ___ days	N/A
Please provide a brief summary of return policies:		
Office Depot will return all stock merchandise upon customer request for any reason within 30 days of purchase. Returns beyond 30 days require Account Manager or District Sales Manager approval. With the exception of damaged/defective units, returns need to be in saleable condition and packaging. Special orders are generally non-returnable. Returns maybe placed by contacting Customer Service or by placing an online RMA at http://education.officedepot.com .		